

## Incident Report

As of 11/2/2010

### Alcoholic Beverage Control

#### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Alcoholic Beverage Control	1 0	90 55	21 7	112 62
Customer Company Total	1 0	90 55	21 7	112 62

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Alcoholic Beverage Control	1 0	90 5	21 0	112 5
Customer Company Total	1 0	90 5	21 0	112 5

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#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

**Top Number - Total Incidents**

**Bottom Number -Average time in hours**

Customer Company	High	Low	Medium	ATTIR Total
Alcoholic Beverage Control	1 0.09	90 0.39	21 0.00	112 0.32
<b>Customer Company Total</b>	1 0.09	90 0.39	21 0.00	112 0.32

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#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Alcoholic Beverage Control	1	90	21	112
	1	2	0	3
Customer Company Total	1	90	21	112
	1	2	0	3

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#### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Alcoholic Beverage Control	1 5.61	90 1.51	21 0.00	112 1.26
Customer Company Total	1 5.61	90 1.51	21 0.00	112 1.26

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### Detail

<b>INC000000192648</b>	Anita Knowley Billing	Billing Kimberly Aikens	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	22.64 114.37
<b>INC000000196493</b>	Wayne Olson Application Support	None Steve Durtschi	None Alcoholic Beverage Control	None High	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.09 5.61
<b>INC000000198035</b>	Vera D Pitt Metro D Desktop Support	Print/Copy/Scan/Fax Kevin Perry	Toner/Fuser/Ink Alcoholic Beverage Control	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	7.47 7.47
<b>INC000000198315</b>	Liquor Store 37 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000198326</b>	Liquor Store 40 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000198629</b>	Liquor Store 27 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000198800</b>	Liquor Store 39 Metro D Desktop Support	Network Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199046</b>	Liquor Store 27 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199049</b>	Earl F Dorius Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199465</b>	Liquor Store 28 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199521</b>	Liquor Store 26 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199652</b>	Liquor Store 06 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199656</b>	Liquor Store 01 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199658</b>	Liquor Store 08 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199660</b>	Liquor Store 23 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199662</b>	Liquor Store 03 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000199664</b>	Liquor Store 37 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199665</b>	Liquor Store 15 Metro D Desktop Support	None Greg Clawson	None Alcoholic Beverage Control	None Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199668</b>	Liquor Store 21 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199672</b>	Liquor Store 05 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199674</b>	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199678</b>	Liquor Store 14 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199700</b>	Liquor Store 13 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199786</b>	Liquor Store 10 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199874</b>	Liquor Store 13 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.78
<b>INC000000199884</b>	Liquor Store 13 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000199898</b>	Liquor Store 25 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Escalate Retail (ERP) Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000200071</b>	Liquor Store 29 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000200298</b>	Keith Zuspan Metro D Desktop Support	Network Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000200349</b>	Keith Zuspan Metro D Desktop Support	Network Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000200363</b>	Earl F Dorius Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000200399</b>	Liquor Store 37 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000200405</b>	Liquor Store 29 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000200645</b>	Vera D Pitt Metro D Desktop Support	Print/Copy/Scan/Fax Kevin Perry	Toner/Fuser/Ink Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 0.71
<b>INC000000200782</b>	Liquor Store 04 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000200786</b>	Liquor Store 38 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000200787</b>	Liquor Store 29 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000200789</b>	Liquor Store 39 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000200997</b>	Mollie Brewer Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000201245</b>	Dennis Kellen Campus Networking	Wireless Connectivity Jordy Davis	Performance Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 1.67
<b>INC000000201470</b>	Earl F Dorius Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000201518</b>	Liquor Store 44 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000201784</b>	Tom Zdunich Jr Help Desk	Application Brenda Treadway	Password Alcoholic Beverage Control	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.18
<b>INC000000202052</b>	Wayne Olson Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000202056</b>	Liquor Store 33 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000202061</b>	Liquor Store 17 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
<b>INC000000202074</b>	Liquor Store 37 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000202077</b>	Liquor Store 39 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000202080</b>	Liquor Store 14 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000202088</b>	Liquor Store 11 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00



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<b>INC000000202091</b>	Liquor Store 21 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000202093</b>	Liquor Store 39 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000202098</b>	Liquor Store 39 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000202101</b>	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000202105</b>	Liquor Store 24 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000202108</b>	Liquor Store 39 Metro D Desktop Support	PC/Laptop Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professio Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000202113</b>	Liquor Store 39 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000202119</b>	Liquor Store 37 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000202140</b>	Neil Cohen Capitol Desktop Support	Mobile Devices Sarah Johnson	Error Alcoholic Beverage Control	BlackBerry Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.26 3.00
<b>INC000000202143</b>	Liquor Store 44 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.29
<b>INC000000202402</b>	Vera D Pitt Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.14
<b>INC000000202421</b>	Liquor Store 05 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000202424</b>	Liquor Store 02 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000202428</b>	Liquor Store 02 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000202438</b>	Liquor Store 02 Metro D Desktop Support	None Greg Clawson	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000203216</b>	Liquor Store 37 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.44
<b>INC000000203994</b>	Liquor Store 41 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05

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<b>INC000000203998</b>	Liquor Store 07 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000204813</b>	Liquor Store 12 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000204819</b>	Liquor Store 37 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.29
<b>INC000000204892</b>	Anita Knowley Voice Operations	Telecom Julie Sabato	Dial Tone Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000205156</b>	Mollie Brewer Metro D Desktop Support	Print/Copy/Scan/Fax Kevin Perry	Incident Alcoholic Beverage Control	None Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.01 1.01
<b>INC000000205225</b>	Rae C Jordison Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 0.45
<b>INC000000205898</b>	Liquor Store 30 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000205901</b>	Liquor Store 11 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000205903</b>	Liquor Store 37 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000206960</b>	Liquor Store 13 Metro D Desktop Support	PC/Laptop Greg Clawson	Error Alcoholic Beverage Control	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000206963</b>	Liquor Store 38 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000206970</b>	Liquor Store 16 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Escalate Retail (ERP) Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000206973</b>	Liquor Store 26 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Escalate Retail (ERP) Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000207972</b>	Liquor Store 21 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000207974</b>	Liquor Store 22 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000207975</b>	Bonnie Healey Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Novell GroupWise 32-bit Windo Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
<b>INC000000207976</b>	Craig Nielsen Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Novell GroupWise 32-bit Windo Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02

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<b>INC000000207977</b>	Judy Andersen Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Novell GroupWise 32-bit Window Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000208147</b>	Anita Knowley Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Novell GroupWise 32-bit Window Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.16 TTR: 1.83
<b>INC000000208332</b>	Rae C Jordison Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Escalate Retail (ERP) Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: 1.06 TTR: 1.34
<b>INC000000209112</b>	Tony L Gann Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.16
<b>INC000000209797</b>	Liquor Store 07 Metro D Desktop Support	PC/Laptop Greg Clawson	Error Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.27
<b>INC000000209810</b>	Liquor Store 07 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.11
<b>INC000000210772</b>	Liquor Store 26 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000210786</b>	Liquor Store 26 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000210793</b>	Liquor Store 07 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000211341</b>	Liquor Store 42 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000211346</b>	Liquor Store 37 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	Escalate Retail (ERP) Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000211707</b>	Liquor Store 16 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000211959</b>	Liquor Store 05 Metro D Desktop Support	Network Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000212358</b>	Liquor Store 07 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	Escalate Retail (ERP) Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000212360</b>	Liquor Store 43 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	Automatic Storage and Retrieval Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000212414</b>	Liquor Store 43 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000212416</b>	Liquor Store 06 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

# Incident Report

As of 11/2/2010

## Alcoholic Beverage Control

<b>INC000000212420</b>	Liquor Store 17 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000212421</b>	Liquor Store 12 Metro D Desktop Support	Network Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000212422</b>	Liquor Store 31 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000212444</b>	Liquor Store 11 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000212445</b>	Liquor Store 31 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000212446</b>	Liquor Store 31 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000212447</b>	Liquor Store 03 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000212448</b>	Liquor Store 40 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000212449</b>	Liquor Store 16 Metro D Desktop Support	None Rod Tucker	None Alcoholic Beverage Control	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000212450</b>	Liquor Store 16 Metro D Desktop Support	None Rod Tucker	None Alcoholic Beverage Control	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000212451</b>	Liquor Store 19 Metro D Desktop Support	Network Rod Tucker	None Alcoholic Beverage Control	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00